

## Schedules

### **SCHEDULE A - SCOPE OF WORK**

A. Provide network support services (Services) as directed by MFL for sites located at the following:

- Location 1: 12555 McDougall, Detroit, Michigan, 48212

It is understood that the actual location may change due to current property acquisition efforts by MFL. Service will be provided at the location designated by MFL and at the appropriate time such change is deemed necessary.

B. Provide Internet Access

Basic Internet access will be provided to each facility defined in Schedule A, Paragraph A of this agreement as well as the new facility which will be determined at a later date.

Basic Internet service will include

- End to End leased conduit service to each location covered under this agreement
- Dedicated Access to the World Wide Web via a Tier 1 Provider
- 24/7 Monitoring of connection
- DNS services
- Static IP assignments
- Router Equipment (Adtran, Cisco or other unit provided with service)
- All telecommunications services necessary to provide Internet Access

Service will be provided as follows:

Location	Service Level
12555 McDougall, Detroit	1.54Mb Dedicated*

\* - Actual speed may vary depending on availability of full 1.54Mb facilities to location

***This offering does not include any non-USF eligible features or services. Content related services will not be provided by Greyhound Technologies, Ltd. under this agreement.***

C. Network Infrastructure Maintenance/Support Services

The Network Infrastructure Maintenance/Support Services defined below will be delivered on a scheduled basis on a day and time agreed upon by the MFL and Greyhound Technologies, Ltd. Additional hours per week will be added per the scheduled documented in this proposal when the new facility is operational.

Location	Network Infrastructure Maintenance/Support
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McDougall	8 hours/week

<b>Area</b>	<b>Description</b>
<b>Switches, Hubs and Router Maintenance &amp; Management</b>	<p>Include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>○ Revision/Firmware updates and patches</li> <li>○ Warranty repair/replacement coordination with manufacturer on behalf of MFL</li> <li>○ Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution</li> <li>○ Function as on-site technical liaison to Internet and Voice Service Providers</li> </ul>
<b>Network Server Maintenance &amp; Management</b>	<p>Include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>○ Management, monitoring and updating of operating systems and related hardware</li> <li>○ Applying manufacturer recommended patches, fixes and upgrades</li> <li>○ Managing security and access control configurations as directed by MFL</li> <li>○ Management, monitoring and updating of services provided by network servers such as DHCP, DNS, Email, Terminal, Web and File services as they relate to network or Internet access requirements.</li> <li>○ Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution</li> </ul>
<b>Cabling/Wiring Infrastructure Maintenance and Management</b>	<p>Include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>○ Troubleshooting and repairing of cabling plant</li> <li>○ Replacement of faulty cabling from network concentration point to location termination point (i.e., termination at the wall, exclusive of connection to PC or other networkable device)</li> <li>○ Periodic monitoring of bandwidth and network segment utilization to identify and rectify cable plant performance issues</li> <li>○ Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution</li> </ul>
<b>Video Distribution Maintenance and Management</b>	<ul style="list-style-type: none"> <li>○ Performing periodic maintenance and application of patches, revisions and upgrades as recommended by manufacturer</li> <li>○ Assist manufacturer technical support in troubleshooting and rectifying system problems as they arise</li> </ul>

	<ul style="list-style-type: none"> <li>○ Act as the technical liaison between manufacturer and MFL when necessary</li> </ul>
PBX System Maintenance	<ul style="list-style-type: none"> <li>○ Manage the performing periodic maintenance and application of patches, revisions and upgrades as recommended by manufacturer</li> <li>○ Act as the technical liaison between manufacturer and MFL when necessary</li> </ul>
Backup System Maintenance and Management	<ul style="list-style-type: none"> <li>○ Monitor and manage back-up system to ensure proper back-ups are being performed</li> <li>○ Applying manufacturer recommended patches, fixes and upgrades</li> <li>○ Perform back-up restores when necessary</li> <li>○ Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution</li> </ul>

Equipment to be maintained under this Agreement:

Equipment Covered
2 Dell PowerEdge/Compaq Servers - Email/Web/Backup Servers Software: Windows 2003 Server Standard Edition Microsoft Exchange (one server) Microsoft Internet Information Server (IIS) Veritas Backup Exec (one server) and agents 1 Compaq ILO Tape Drives 1 HP Procurve 4108GL Switches 1 HP Procurve 4100 switch 1 Smart UPS 2200 or equivalent 2 APC Rack Enclosures 3 Patch Panels 1 PBX Phone Systems (Avaya) with Voice Mail 1 Video Distribution System 1 Polycomm Viewstation FX for distance learning

D. Provide Hardware, Software, Cabling Equipment and Installation Services

**SCHEDULE B – PRICE SCHEDULE**

<b>Service</b>	<b>Hours /Mo</b>	<b>Rate/Hr</b>	<b>Annual Cost</b>
<b>Network Infrastructure Support Services</b> <ul style="list-style-type: none"><li>• Service delivered on one scheduled day per week</li><li>• Eight (8) hours per visit for Detroit location – one year</li><li>• Support for installed server applications, operating systems and network connections and patch cables (limited to the connection between the server and workstations data jack)</li><li>• Serviced delivered during SSV</li><li>• Hourly rate applies to all requests outside of normal scheduled visit. Premium may apply</li></ul>	32	\$95.00	\$36,480.00
<i>Service Total:</i>			\$36,480.00

<b>Service</b>		<b>One-Time Charges</b>	<b>Annual Charges</b>
<b>Internet Access – 1 Year 07/01/2005 – 06/30/2005</b> <ul style="list-style-type: none"><li>• McDougall Location</li><li>• Installation Charges – One Time</li></ul>		\$599.00	\$9,588.00
<i>Internet Total:</i>		\$599.00	\$9,588.00
<i>Total One-Time and Annual Cost:</i>			\$10,187.00

- ❖ Prices exclude any applicable travel charges.
- ❖ Outside of normal business hours (before 8:00AM and after 5:00PM Monday through Friday and all day Saturday), services will be billed at a 25% premium
- ❖ Commitment rates apply to all requested Greyhound Technologies services, which are delivered during the commitment period.
- ❖ Rates are subject to change at commitment renewal periods.
- ❖ Internet, equipment and component detail is attached in Exhibit A.

### **Expenses**

MFL is responsible for reasonable out-of-pocket expenses incurred in the delivery of services under this contract. Examples of out of pocket expenses include but are not limited to: expedited shipping, shipping of product on the schools behalf, miscellaneous parts and materials required to complete an installation that were not anticipated in proposal, etc. Consultant will submit all out-of-pocket expenses in excess of \$100.00 to MFL for approval prior to incurring said expenses.

### **Invoice Period**

Consultant will invoice MFL and the SLD of the Universal Services Fund for full payment. Payment for Internet Services is due in full at time of installation, unless otherwise agreed in writing by Consultant. Consultant may require a deposit in advance or pre-payment of costs for up to 100% of the MFL's portion of direct cost for services requested. In addition, if USF payment for services rendered is not received within 180 days of the beginning of service, Consultant, at its discretion, may require MFL to pay a portion or all of the USF portion of service costs until such time as USF can render payment to Consultant. In any event where MFL advances funds for work performed on approved USF items, Consultant will assist MFL in recovering these funds either directly from the SLD of the Universal Services Fund through the Billed Entity Applicant Reimbursement Form (BEAR) process or by reimbursing MFL for funds paid as funds are received by Consultant.